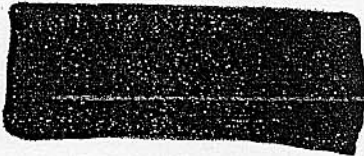


**Materials Used by
Dallas Area Rapid Transit (DART) of Dallas, TX**



Dallas Area Rapid Transit
P.O. Box 660163
Dallas, Texas 75266-0163
214/749-3278

February 21, 2002



Dear [REDACTED]

Enclosed is a certification form for the DART Paratransit Service Program and a brochure further explaining the eligibility process.

You must complete the application in its entirety, obtain verification of your disability from your physician, and submit them to the address listed on the application. Our Certification Office will contact you to schedule an appointment for your eligibility assessment.

If you require use of a mobility device (i.e. wheelchair, scooter, walker, etc.), please come to the assessment with the mobility device that you most often use on a daily basis, and allows you the greatest degree of independence and mobility. Your assessment cannot be conducted if you do not bring the proper mobility device.

Physician's disability verification statements for visual impairments must include the following information:

- ♦ specific diagnosis of eye condition or disease
- ♦ visual acuity and visual field information.
- ♦ visual field restrictions
- ♦ mobility aids (i.e., white cane, guide dog, optical devices, etc.)

February 21, 2002

Page 2

If there are any questions concerning your application, please contact Paratransit Services, Certification at (214) 515-7272.

Sincerely,

Lisa Threatt

Lisa Threatt
Supervisor, ADA Programs

enclosures

Understanding The Eligibility Process

DART

GENERAL INFORMATION



PARATRANSIT SERVICES

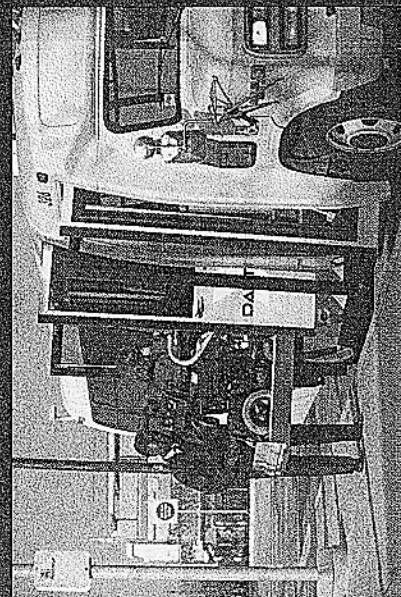
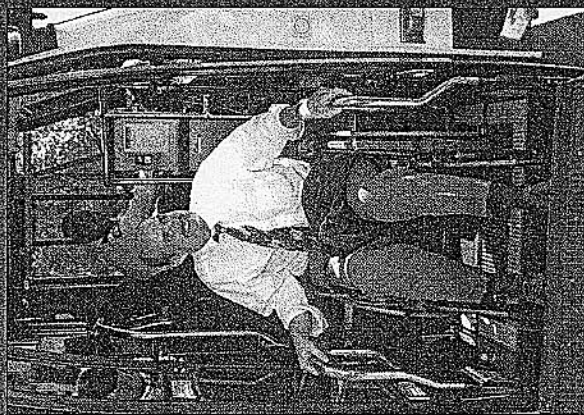
DALLAS AREA RAPID TRANSIT

Paratransit

P.O. Box 660163

Dallas, Tx. 75266-7271

6470-020-0898



What is DART Paratransit Services?

DART Paratransit Services provides curb-to-curb public transportation for people with disabilities who are unable to use DART's bus or rail services. Paratransit Services also offers travel training to ADA paratransit eligible individuals who have the ability to use bus or rail services.

Paratransit services are available in the DART member cities of Addison, Carrollton, Cockrell Hill, Dallas, Farmers Branch, Garland, Glenn Heights, Highland Park, Irving, Richardson, Rowlett, University Park, Plano and DFW International Airport.

Who Is Eligible?

Persons who cannot independently use DART's bus or rail because of a physical, cognitive, or visual disability.

• Paratransit Eligibility Criteria

DART follows the Americans With Disabilities Act (ADA) of 1990, eligibility standards for paratransit services. People with disabilities in the following categories are eligible to receive paratransit services.

• Category I

Applicants who cannot independently use DART bus or rail service, even with training.

• Category II

Applicants who can use or learn to use an accessible public transit system, but the system is not fully accessible.

• Category III

Applicants who have a specific impairment that prevents them from getting to or from a bus stop or rail station.

How To Apply For Paratransit Services

Applicants must follow these steps to be considered for Paratransit Services:

► Step 1

Complete a Paratransit Certification form

► Step 2

Obtain a written verification of your disability from a physician.

► Step 3

Contact DART at (214) 515-PARA (7272) to schedule an in-person paratransit eligibility determination assessment.

► Step 4

Complete in-person paratransit eligibility assessment by a qualified health care worker.

* Failure to complete any of the above steps prevents DART from considering your application for Paratransit Services.

Eligibility Case Review

The results of your assessment are reviewed by DART to determine if you are eligible for Paratransit Services.

• Becoming ADA Eligible For Paratransit Services

Applicants become ADA paratransit eligible on a "conditional" or "unconditional" basis

• Conditional Eligibility

Customers with "conditional eligibility" will be able to use Paratransit Services only for specified trips in which they meet ADA paratransit eligibility standards. This means, if you are able to use DART's bus or rail to complete a trip, you will not be eligible to use the paratransit services for that trip.

Paratransit Services offers free travel training to customers with "conditional eligibility." Through personalized instruction, customers learn to ride bus and rail services independently.

• Unconditional Eligibility

Customers with "unconditional eligibility" may use Paratransit Services exclusively.

• Notification of Eligibility

Applicants are notified within 21 days of their eligibility assessments.

• Contesting An Eligibility Determination

An appeal process is available to any person who is denied eligibility for Paratransit Services, or who disagrees with an eligibility decision.

How Do I Get Started?

To schedule an eligibility assessment or for more information about DART Paratransit Services, just call (214) 515-PARA (7272).

www.DART.org



DO NOT MAIL IN APPLICATION.
PLEASE CALL CERTIFICATION
DEPARTMENT AT 214-515-7272,
OPTION 5, FOR AN APPOINTMENT

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Office Use Only

DART No. _____

Exp. Date: _____

Format: _____

Phone (214) 515-7272

DALLAS AREA RAPID TRANSIT ADA PARATRANSIT ELIGIBILITY CERTIFICATION FORM

This certification form will be used to determine your eligibility for Dallas Area Rapid Transit Paratransit Services. Paratransit Services is a curb-to-curb public transportation service for individuals with disabilities who are prevented from using DART's fixed-route transportation services. Fixed-route services include bus, light and commuter rail transit. DART rail services are fully accessible to individuals with disabilities.

You must complete the entire form. Answer every question. Incomplete forms will not be considered. A physician must verify your disability, prognosis and date of occurrence. Verification can be obtained directly from your physician or from an agency that has record of the physician statement on file. This information must be submitted with the application and written on the physician's official letterhead. The information you provide is confidential. It will only be shared with agencies involved with DART's eligibility determination process and other transit providers to facilitate travel in those areas, and will not be provided to any other person or agency, except as provided by the Texas Open Records Act.

Please read the following statements and check those which best describe what you believe is your ability to use DART bus or rail services without assistance. You may select more than one.

When are you unable to independently use DART bus or rail services?

- ☐ I can use DART bus or rail service for some trips, but not other times because there are barriers that prevent me from using the system.
- ☐ I use the bus or rail service frequently.
- ☐ I have difficulty understanding and remembering all of the things I would have to do to find my way to and from the bus.
- ☐ I believe I could learn to ride the bus, if someone taught me.
- ☐ I have difficulty or cannot climb stairs and can only board a DART vehicle if it has a lift.
- ☐ I have a visual disability which prevents me from ever getting to and from the bus, even with training.
- ☐ The severity of my disability can change from day to day. I can ride the bus only when I am feeling well.
- ☐ I can never use the bus by myself.
- ☐ I can get to and from the bus if the distance is not too great, and the route is barrier-free.
- ☐ I am not able to use the bus or rail for other reasons. (Please explain):

PART I - General Information to be completed by Applicant
(please print or type)

Last Name First Name Mid. Initial Male / Female

Street Address Building/Apt. No. Apartment Name

City or Town State Zip

Home Phone Work Phone Social Security No. Date of Birth

If this is a "Gated Community," please provide gate code _____

If you have a Paratransit I.D. Card, please provide I.D. number _____

PART II - Information on disability and mobility equipment

What is it about your disability that prevents you from using DART's bus or rail services? _____

Is your disability permanent? ☐ Yes ☐ No.

If not, expected duration of your disability ____/____/____

Have you ever had a seizure?

☐ Yes

☐ No

If YES, what type? _____ How often? _____

Are seizures controlled with medication?

☐ Yes

☐ No

Do you use any of the following mobility aids? (Check all that apply)

☐ **Manual Wheelchair**

☐ **Powered Wheelchair**

☐ **Powered Scooter**

☐ **Prosthesis**

☐ **Walker**

☐ **Cane**

☐ **Braces**

☐ **Other** _____

☐ **Service Animal**

☐ **Portable Oxygen**

☐ **Crutches**

PART III - Questions on using bus or rail services

1. Have you ever used DART's bus or rail services?

☐ Yes

☐ No

2. Have you participated in DART's Reduced Fare Program (i.e. Disabled, Senior, Student)?

☐ Yes

☐ No

3. Does your physical condition change from day to day where it may be difficult to use bus or rail services?

☐ Yes, my physical condition is good on some days and bad on others

☐ No, my physical condition does not change from day to day

☐ Not Sure

☐ Other reasons _____

4. On days when your physical condition is good can you, on your own, or using a mobility aid: (i.e. Wheelchair, scooter, walker, crutches, service animal, etc.)
- ☐ Get to the curb in front of your house
 - ☐ Travel up to 1 block
 - ☐ Travel up to 4 blocks
 - ☐ Travel up to 6 blocks
 - ☐ Can't travel outside your house. Please explain _____
-
5. On days when your physical condition is bad can you, on your own, or using a mobility aid:
- ☐ Get to the curb in front of your house
 - ☐ Travel up to 1 block
 - ☐ Travel up to 4 blocks
 - ☐ Travel up to 6 blocks
 - ☐ Can't travel outside your house. Please explain _____
-
6. Does the weather have an affect on your ability to use bus or rail services?
- ☐ Yes
 - ☐ No
 - ☐ I don't know
7. If you answered yes to question number 6, how does the weather affect your ability to use bus or rail service?
- _____
- _____
8. Are you currently using DART's bus or rail services?
- ☐ Yes
 - ☐ No
 - ☐ If yes, name route(s) you use _____
9. Can you transfer from one bus or rail vehicle to another?
- ☐ Yes
 - ☐ No (please explain why) _____
- _____
10. Are you able to, on your own, use the telephone to obtain bus or rail information?
- ☐ Yes
 - ☐ No (please explain why) _____
- _____

11. Are you able to follow written or oral instructions to use bus or rail services?
☐ Yes
☐ No (please explain why) _____

12. Can you without the assistance of another person, get to or from the stop or station nearest your home?
☐ Yes
☐ Not sure
☐ No (please explain why) _____

13. Can you wait 10 minutes at a stop or station that has a seat and a shelter?
☐ Yes
☐ Not sure
☐ No (please explain why) _____

14. Can you wait 10 minutes at a stop or station that does not have a seat and a shelter?
☐ Yes
☐ Not sure
☐ No (please explain why) _____

15. Are you able to get on or off a bus or rail vehicle if it had a passenger lift?
☐ Yes
☐ Not sure
☐ No (please explain why) _____

16. Are you able to follow written or oral instructions to pay your bus or rail fares?
☐ Yes
☐ No (please explain why) _____

17. Are you able to recognize when it is time to get on and off the bus or rail vehicle?
☐ Yes
☐ Not sure
☐ No (please explain why) _____

PART IV - Questions about Training

Travel Training is available *free* to persons with disabilities who may be able to use accessible bus and rail transportation. Travel Training is offered to familiarize customers with general public transit or specific routes, stops and stations. Training for bus and rail transit services does not make you ineligible for Paratransit Services.

For informational use, please answer the following questions:

18. Have you ever had training on how to use bus or rail services?

- ☐ Yes
- ☐ No

If yes, please check all skills you have learned:

- ☐ General bus travel
- ☐ General rail travel
- ☐ Getting to and from bus stops and rail stations
- ☐ Getting on or off a bus or rail vehicle
- ☐ What to do in emergency situations
- ☐ How to transfer from one bus or rail vehicle to another

19. Did you complete the training?

- ☐ Yes
- ☐ No
- ☐ If no, please state why? _____

20. Would you be interested in receiving training or retraining for DART's bus or rail services?

- ☐ Yes
- ☐ No

PART V - Your Current Travel

List your 3-4 most frequent destinations and how do you currently get there?

Destination address	Frequency of Travel	How do you currently get there?
---------------------	---------------------	---------------------------------

In Case of Emergency Notify:

Name	Relationship	Home Phone/Work Phone
------	--------------	-----------------------

Address	City	State	Zip
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I verify that all statements are true and correct to the best of my knowledge. I understand that supplying false information can disqualify my application and/or subsequent registration. I authorize DART to obtain verification of any information given in this application and to obtain essential medical information necessary for determination of paratransit eligibility. I also agree to submit myself for an in-person evaluation by DART and/or its acting agency for determination of paratransit eligibility.

Applicant's Signature	Date
-----------------------	------

If completed by someone other than applicant:

Name	Relationship	Phone No.
------	--------------	-----------

Signature	Date
-----------	------